

WHAT'S

keeping staff informed & current

Facilitator of Good Will

As Associate Medical Director for Behavioral Health's Adult Mental Health (AMH) Outpatient Services, Donald Sharps, MD enjoys helping clients, understanding their problems and especially, acting as a facilitator of good will.

In his position, Dr. Sharps provides client assessment and treatment assistance to 25 psychiatrists in both HCA clinics and contract clinics, and actively participates in recruiting and training new psychiatrists. He also serves as a Continuing Medical Education coordinator and consultant to the Medi-Cal Pharmacy/Primary Care System.

Dr. Sharps started his full-time psychiatry practice in south Orange County in 1988, and began his career with the Health Care Agency eight years ago as a Quality Improvement Psychiatrist for the Quality Review and Training Unit.

"I've always enjoyed health care in the public setting, and when changes

were occurring in the early 90s in the State and HCA, I was fortunate to be hired for my outside perspective," said Dr. Sharps. "I enjoy puzzles, such as figuring out how the changes in mental health care would affect Orange County, and I believed that, from within the system, it would make more sense to me, too," he added.

Dr. Sharps' interest in the medical field first began after high school when a hospital hired him to work as a surgical orderly. After a year and a half there, Dr. Sharps enrolled at Kent State University, which served as the springboard that sent him to Case Western Reserve University, the University of Hong Kong and finally to medical school at Ohio State University, from which he received his MD degree in 1981.

Dr. Sharps' diverse back-

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HCA greets new PH Manager & Medical Director

HCA welcomes David Soules, MPH as the new Disease Control & Epidemiology Division Manager. David brings to his new position extensive leadership and executive management experience with a broad array of Public Health services and programs at the state and local levels.

Prior to joining HCA, David served as Chief Deputy Director for the California Department of Health Services (DHS), where he co-managed a 26-member executive management team and supervised daily operations, overseeing some 6,000 DHS employees. Prior to that, he worked for the City of Long Beach Department of Health and Human Services, and the University of California, Irvine.

The new Maternal, Child & Adolescent Health (MCAH) Medical Director is Troy Jacobs, MD, MPH. Dr. Jacobs is a Board-Certified Pediatrician who

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David Soules, MPH brings extensive Public Health experience to his role as HCA's new Disease Control & Epidemiology Division Manager.



HCA welcomes Troy Jacobs, MD as the new Maternal, Child & Adolescent Health Medical Director. Dr. Jacobs is a Board Certified Pediatrician familiar with the health needs of underprivileged children and their families.



Jane Hannah receives award/ fellowship



Congratulations to Jane Hannah, a nurse from Public Health's Preventive Health Care for the Aging (PHCA) program, on receiving the 2003 Excellence in Nursing Education Award by the Sigma Theta Tau International Iota Eta chapter at California State University Long Beach, and her induction as a fellow in the National Gerontological Nursing Association in October 2003.

As a Public Health nurse for the past 23 years, Jane conducts health assessments, counseling, referral and provides case management at 32 senior centers in Orange County. Jane is an active member of many professional organizations and her well-rounded educational background has also led her to become a speaker at various local and national conventions, and also to teach medical assisting classes and become a CPR instructor.

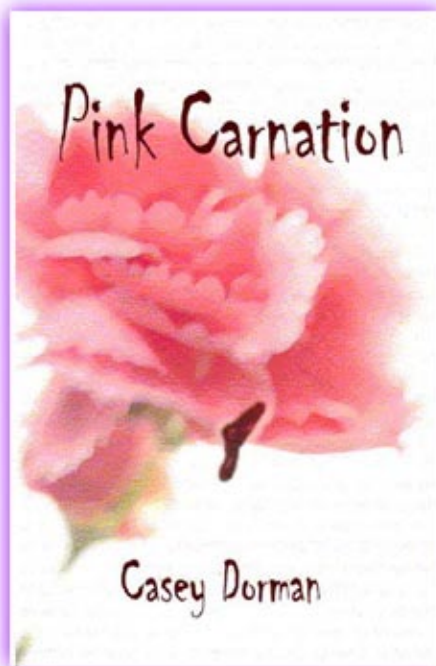
Jane is currently pursuing her masters degree and hopes to be a presenter at this year's National Gerontology Nursing Convention in Las Vegas. Jane is highly regarded as an individual who is dedicated to serving Orange County by combining her knowledge of gerontology and passion for teaching.

Casey Dorman's book published

Hats off to Casey Dorman, Clinical Psychologist II from Behavioral Health's Children and Youth Services program, on the publication of his novel titled, "Pink Carnation." The murder mystery involving a psychology professor with a plot set in Orange County is Casey's fourth novel out of six books he has written thus far.

Casey has donated his author's royalties from "Pink Carnation" to the Orange County Children's Therapeutic Art Center in Santa Ana, where he recently conducted a well-attended reading and book signing on February 7th. The Center provides a comprehensive multi-cultural and bilingual arts curriculum and therapeutic program for special needs and at-risk youth from diverse cultural backgrounds.

You can help support the Orange County Children's Therapeutic Art Center by visiting your local bookstore in person or online today and picking up your copy.



WE'RE ON-LINE!

You can check out the latest issues of the Health Care Agency's newsletters by using this URL:

<http://www.ochealthinfo.com/newsletters/>

We will keep current issues on line for a year. Let us know how you like the convenience!

Gold Star

continued from page 1

ground in medicine began when he started a pediatric internship in Ohio, followed by a change to OB-GYN and Family Practice in West Virginia. During the internship, he felt that talking to patients seemed to be the most important part of providing care, so he transferred to a psychiatry residency at USC Medical Center in Los Angeles. He next spent two years in Micronesia, where he served as a US Public Health Service Psychiatrist. Then in 1988, after becoming Board Certified in psychiatry, marrying and having his first child, he started his own practice in Orange County.

Dr. Sharps is regarded by his colleagues as knowledgeable and creative in his efforts to seek improvements in the services HCA clients receive. He is a sought-after speaker and trainer, and is further acknowledged as a positive and forward thinking individual who embraces change readily and helps others to do so as well.

"I enjoy the wonderful feeling when all Behavioral Health programs are cooperating and understanding of each other's roles," said Dr. Sharps. "My position allows me to enjoy the things I like most: people, solving puzzles and facilitating good will," he added.

In his spare time, Dr. Sharps takes pleasure in spending time with his wife, Fabiola, and his two sons. He's enjoyed being a soccer coach, umpire and participating in Destination Imagination and various home and self-improvement projects. In the future, he hopes to continue enjoying what his current position awards him the opportunity to do now, helping people.

HCA greets

continued from page 1

received his medical degree from Johns Hopkins University and has an MPH with a focus in sociomedical sciences and epidemiology. He brings a wealth of knowledge and familiarity with the health needs of the underprivileged, particularly children and their families, to his new position.

Dr. Jacobs has also completed a Robert Wood Johnson Clinical Scholars fellowship at the University of Washington, where his focus was on immigrant health, language barriers and health disparities, and has practiced as a physician at the King County Health Department, Seattle Children's Hospital and Seattle's Harborview Medical Center.



Code of Conduct review underway

A group of Health Care Agency employees began an important task this month, meeting for the first time on February 5 to begin charting the course for a review and revision of the Agency's Code of Conduct.

HCA's Compliance Program was first established in the Fall of 2000 and the Code of Conduct, titled "Excellence in Action," has been an important element of the program. The first edition of the Code was developed with the participation of staff from all organizational levels throughout the Agency, and the latest working group will be charged with determining if the current version of the Code still expresses the values of our diverse organization. "We think it's important that the review be performed by, and input on any needed changes come from staff throughout the Agency, since the Code is intended to provide guidance in dealing with situations that we all might encounter in our work," said Dr. Jeff Nagel, Chief Compliance Officer.

In the coming days, take a few moments to review the current edition of the Code, which can be found on the HCA Intranet at <http://balsam/intranet/compliance/code.asp>. If you'd like to provide any suggestions for changes or improvements to the Code of Conduct, please contact one of the Review Committee members representing your service area. The members of the Review Committee and their workgroup assignments are:

- **COVER DESIGN**

Cindy Gill, Office of Quality Management 834-7654
Carrie Robles, Public Health 834-5404

- **QUALITY OF CARE & SERVICES**

Erenia Perry, Medical & Institutional Health 647-4183
Loralee Page-Ortiz, Public Health 834-7980
Beth Heard, Behavioral Health 834-2578

- **WORKPLACE CONDUCT**

Kris Truong, Office of Quality Management 834-6571
Rebecca Robinson, Human Resources 834-2514

- **ADHERING TO LAWS & REGULATIONS**

Maite Sbabo, Behavioral Health 517-6300
Mary Davis, Public Health 834-7724

- **CONFLICTS OF INTEREST**

Patti LaPorte, Contract Development & Management 834-7603
Rebecca Robinson, Human Resources 834-2514

- **PROTECTING ASSETS**

Laura Feiner, Management Services 834-5392
David Tieu, Regulatory Health 667-3718

- **WORK RELATIONSHIPS**

Susan Miller, Regulatory Health 935-0000
Laura Esquivel, Behavioral Health 480-6600

- **RECORDS MAINTENANCE**

Jody Barrera, Office of Compliance 834-4082
Elizabeth Bausman, Medical & Institutional Health 647-4159

Compliance trainers honored

More than 3,000 HCA employees and contractors were able to complete their annual compliance refresher training in record time with the help of compliance trainers and the availability of on-line training during 2003. While almost two out of every three HCA employees chose on-line training, many still preferred the traditional in-class training taught by HCA's compliance trainers.

To honor their hard work and dedication, Jeff Nagel, Chief Compliance Officer acknowledged the efforts of this year's Office of Compliance trainers at the HCA Employee Recognition Awards Ceremony held on January 15th at the Hall of Administration and presented them with Award of Excellence certificates. Thank you to the following 2003 trainers for your commitment in training HCA staff!

- Pat Chang
- Cort Curtis
- Mary Davis
- Casey Dorman
- Gene Jalbert
- Mark Johnson
- Samantha Lutz
- Susan Miller
- Karen Munoz
- Paris Nace
- Bob Olson
- Donald Sharps
- Stephanie Smith
- Randy Styner
- Christine Sutton
- John Van Sky
- Colleen Van Winkle

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636

Things are temporary, relationships last forever. Nothing can replace the time we spend investing in the life of another.

—Roy Lessin

Help Line assists older adults and caregivers

Older adult family members and caregivers alike are often unaware of the wide array of supportive services available to enable independence and a good quality of life. The Orange County Office on Aging's Information & Assistance line, (800) 510-2020, is a single point of entry for information on all services available to older adults, families, caregivers, and persons with disabilities. The help line is staffed by trained specialists who are available to answer questions and match needs with available resources and services.

Specialists can connect callers with various services including adult day care, Alzheimer's care, caregiver assistance, case management, community services, in-home & congregate meals, health education, in-home services, legal advocacy, Medicare counseling, patient's rights/elder abuse prevention, senior employment, and transportation.

Whether you are an older adult looking for a senior center to attend for lunch and activities, a caregiver looking for respite or support groups, or a person with a disability in need of transportation, help can be found by calling the Information & Assistance line.



WIC rises to the occasion

By Gina Di George, RD, CLE

On December 2, 2003, tragedy struck the La Serena Apartments in Santa Ana. Fire swept through this 68-unit apartment complex on Lyon Street, leaving 400 people without homes.

Concerned about the well being of the fire victims, the Orange County Health Care Agency's WIC Program inquired about efforts to help these families. Pat Chang, MS, RD, Program Supervisor II and Gina Di George, RD, Public Health Nutritionist for the WIC Program, worked with Maria Halverson of the Lyon Street Parent Center to provide aide to the fire victims.

On December 13, 2003, a holiday event was organized by Maria Halverson for the local community affected by the La Serena fire. This event not only provided aide to the community, but was a holiday celebration as well. The event included food and toy donations for the victims, games for the children, music, a Christmas tree raffle and, of course, Santa Claus. The Children's Hospital of Orange County Medical Van was also available to assist ill children.

Two Community Health Assistants from the local WIC Clinic, Gina Navarro and Carmina Estrada, were on hand to assist. They provided information about WIC, enrolled eligible participants in the WIC Program and assisted current WIC clients who had lost their food instruments in the fire. "It was gratifying and rewarding to see the children and families happy and to see the looks of appreciation on the faces of these people," stated Carmina. "It is nice to see a community come together to make a difference, especially in the lives of children," said Gina. "Knowing we brightened the day for this community is very rewarding."



HCA WIC Program staff, Carmina Estrada, Gina Di George, Pat Chang and Gina Navarro offered their assistance at the December 2nd La Serena Apartment fires.

EMS Week 2004: "A Salute to Everyday Heroes"

Emergency Medical Services (EMS) Week is designed to honor those everyday heroes who provide emergency services to the community. Another goal of EMS Week is to increase public awareness about the availability of emergency services.

The week of May 16-24, 2004 has been designated as EMS Week in Orange County. Public information events will be scheduled throughout the week. Many free services, displays and demonstrations will be provided in different parts of the County. Examples of services include: blood pressure screening, CPR demonstrations, car seat and helmet safety inspections, and information on emergency preparedness, drowning prevention, fire safety, and gun safety.

The week will feature a **Tailgate Celebration** at Angel Stadium in Anaheim prior to the 7 p.m. game between the Angels and the Orioles on Saturday, May 22nd. Field-level seats to see the game are being offered at a **special, below-cost price of \$15**.

This **Tailgate Celebration** will include live entertainment, free food (hot dogs and hamburgers), and information booths. In addition, ambulances, fire engines and police cars will be on display. This is a wonderful opportunity for individuals and families to have a great time together. County employees and the general public are encouraged to attend. To obtain these low-cost tickets to the game or for more information, contact HCA Emergency Medical Services at (714) 834-3500.

Join us at Anaheim Stadium for fun, food, entertainment, and information. You will be glad you did!

health care agency

WHAT'S UP

keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Your Input

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Recognition Awards ceremony honors employees

The Employee Recognition Awards ceremony held on Thursday, January 15th at the Board of Supervisors Hearing Room, honored HCA staff for their years of service and outstanding dedication to the Agency. The ceremony also recognized HCA's 2003 Red Cross Blood Drive and United Way Campaign coordinators, as well as the Office of Compliance Trainers and presented them with Award of Excellence certificates. Congratulations to the following individuals who were present during the ceremony to receive their awards.

Admin/Financial/IT/Program Support

5 Years

John Crane
Stacy Dyer

20 Years

Sandra Corder

10 Years

Miguel Franco

25 Years

Lou Scarpino

Regulatory Health

5 Years

Sang Tieu

10 Years

Katherine Wilson

Medical & Institutional Health

5 Years

Jim Nowlin

Public Admin./Public Guardian

5 Years

Raelynn Stevenson

Public Health

5 Years

Michele Dorame
Gabriel Gil
Susan Hall
Vida Mofidi
Rosalie Moylan
Tricia Nguyen
Sandra Rodriguez
Deborah Townes

15 Years

Ruth Strickland

25 Years

Phung Pham
Phoung Ray

35 Years

Charlotte Egan

Behavioral Health

5 Years

Terrance Cardle
Richard Dale
Cheryl Ford
Adolfo Navarro
Anthony Perera
Robert Russell
Rose Terrill

15 Years

Olga Senorans

20 Years

Joseph Churchin
Donald Rader
Meritt Schreiber

25 Years

Hoa Ho

10 Years

Joaquin Granado
Bradley Hovda
Linda Makovic
Stacy Mitchell

10 Years

Oscar Garza
Esther Ho
Donna Lundgren
Mubula Naku
Rosa Ruvalcaba
Bernice Youngs



Phung Pham – Phung Pham from Public Health Services received recognition at the Employee Recognition Awards Ceremony from Tony Edmonds, MCAH Manager who congratulated her on her 25 years of service.



Lou Scarpino – Lou Scarpino celebrated his 25 years of service at the January 15th Employee Recognition Awards and received a certificate and pin to commemorate the occasion.



Sandra Corder – HCA Contract Development and Management's Sandra Corder celebrated her 20 years of service and was honored at the Employee Recognition Awards ceremony held at the Board of Supervisors Hearing Room on January 15th.

Celebrate Spay Day USA 2004

February 24th marked the tenth annual Spay Day USA! Since Spay Day's inception in 1995, more than 1 million animals have been altered. Animal Care Services (ACS) shows its PETriotic support and encourages all Orange County residents to spay or neuter their pets or sponsor a spay/neuter for someone else.

A key member of the ACS team, Dr. Phil Weida has been an intricate part of the County's spay/neuter program and has successfully performed more than 20,000 spay/neuters on dogs and cats adopted from ACS since he began his career with HCA in 1999.

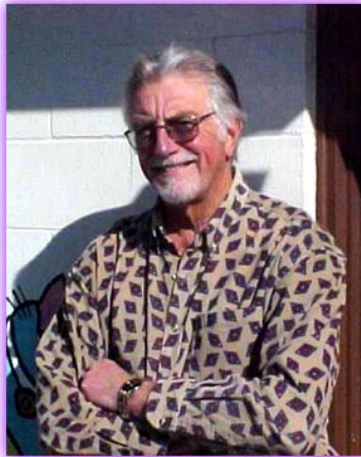
He was recently acknowledged by the Board of Supervisors and received a proclamation in honor of his contributions to ACS and the community.

Thanks to Dr. Weida's ongoing assistance, both he and ACS have been able to spread the word to the Orange County community about the benefits of spaying or neutering their pet.

Spaying and neutering is good for your pet's health, and can prevent certain types of cancer and other illnesses to give your pet a longer, happier life. Spayed and neutered animals are also generally calmer, less aggressive, and tend to roam less.

Millions of cats and dogs are euthanized every year due to pet overpopulation. Studies have shown that two unaltered cats and all their descendants can number as many as 420,000 in seven years and two unaltered dogs and all their descendants can number up to 67,000 in six years. These unfortunate numbers cost taxpayers billions of dollars annually as animal control programs across the nation attempt to cope with millions of homeless animals.

Exercise your PETriotic duty this New Year by joining ACS in the fight against pet overpopulation and support of Spay Day USA! For more information on how you can do your part, contact ACS at (714) 935-6301 or contact your local veterinarian.



Dr. Weida offered his spay/neuter expertise during Spay Day 2004.



Winter Blood Drive launched

County of Orange employees donated nearly 1,500 units of blood during last year's Blood Drives. With the assistance of a handful of HCA Red Cross Blood Drive coordinators, the addition of more donor locations and online donor scheduling, the County saw an amazing response to the request for donors.

This year, the County is hoping for the same response during its participation in the Red Cross's Winter Blood Drive. Employees are encouraged to visit the American Red Cross Online Donor website at www.GiveLife.org to schedule an appointment. Click the red highlighted box labeled "Donate Blood Now" and type your name, birth date and sponsor code **OC1**. For more information, contact Amber Hannigan, HCA HR Volunteer Services at (714) 834-4144.

HCA's 2003 Red Cross Blood Drive coordinators were recently honored at the Agency's Employee Recognition Awards held on January 15th at the Hall of Administration, and were presented with Award of Excellence certificates for their outstanding contributions and efforts in helping to make the Blood Drive a success. Molly Bounds from the American Red Cross was also on hand to distribute the awards and offer her thanks to the coordinators.

Thank you to the following 2003 coordinators:

- **Barry Adams**
- **Ric Benites**
- **Rosie Casilla**
- **Ralph Dumke**
- **Mona Gustafson**
- **Amber Hannigan**
- **Tania Harnden**
- **Karlee Hughes**
- **Veronica Lavender**
- **Mario Morales**
- **Wendy Navarro**
- **Jean Noud**
- **Carol O'Brien**
- **Rosemary Saavedra**
- **Hilda Smith**
- **Sylvia Valles**
- **Jason Vasquez**
- **Elena Verdugo**
- **Deputy Wade**

MARCH HEALTH OBSERVANCES

American Red Cross Month

National Colorectal Cancer Month

National Kidney Month

National Nutrition Month

Save Your Vision Month

National Patient Safety Awareness Week . 7-13

Pulmonary Rehabilitation Week 14-20

National Poison Prevention Week 21-27

World Tuberculosis Day 24

Kick Butts Day 31

*Two persons love in one another
the future good which they aid
one another to unfold.*

—Margaret Fuller